Summer 2004

From the Deputy Assistant Secretary...

Frank Russo,
Deputy Assistant Secretary, Office of Corporate Performance Assessment

INSIDE THIS ISSUE:

As one of the original members of the DOE Corrective Action Management (CAM) Team formed in 1999 to coordinate initial implementation of the Corrective Action Management Program (CAMP) established by Secretary Richardson in response to Defense Nuclear Safety Facilities Board Recommendation 98-1, I have welcomed the opportunity to sponsor the CAM Team and manage the continued implementation of the CAMP. The implementation of this program has a significant impact on the DOE mission, safety of our workers and the public and national security. It involves DOE line managers effectively developing and implementing corrective actions to resolve significant findings identified by the Office of Independent Oversight and Performance Assurance environment, safety and health and emergency management assessments; Judgment of needs identified during Type A accident investigations; and other assessments and activities as directed by the Secretary or Deputy Secretary, including crosscutting safety issues. There are currently 112 assessment reports identifying over 800 findings, and over 4500 corrective actions in the CAMP. This information is developed, tracked and reported by our line managers, and maintained in the DOE Corrective Action Tracking System (CATS) database.

As we have learned, a successful oversight program must entail a thorough follow up by the assessed organization to determine the underlying causal factors contributing to identified findings; and a systematic process for developing, tracking, reporting, and closing corrective actions to resolve those findings and prevent recurrence. As experienced by DOE and recently evidenced by lessons learned delineated in the Columbia Accident Investigation Board report of the Columbia Space Shuttle disaster, aggressive implementation of corrective actions should correct the underlying causes of identified findings, but it may be determined that completed corrective actions have not effectively resolved or prevented recurrence of the same or similar findings. This may be due to a variety of reasons (e.g. the revised procedure was published but not adequately promulgated or understood by the workers). The CAMP has instituted a follow up review process of completed corrective actions that managers will implement to provide additional assurance all findings were effectively resolved and the same or similar findings will not recur. The purpose, conduct, reporting and follow up of effectiveness reviews of completed corrective actions by line managers are outlined in DOE Order 414.1B.

The success of the CAMP has been directly attributed to the commitment and leadership of our line managers. Since

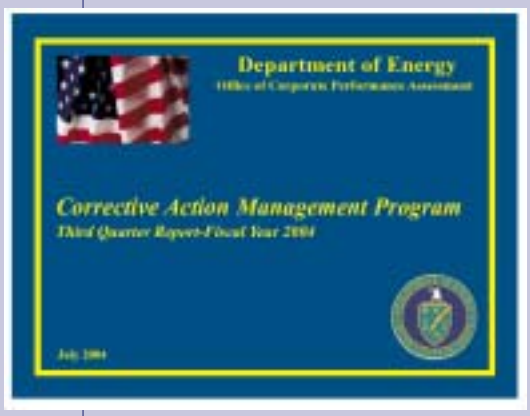
continued on page 2

From DAS Russo (continued from page 1)

inception of the CAMP we have continuously strived to assist line managers in successfully developing and implementing corrective actions to resolve identified findings. The DOE CAM Team, which is a cross-organizational working group of representatives from Headquarters and site offices with the mission to support and coordinate effective line management implementation of the CAMP, has been a valuable resource in meeting our CAMP objectives. Team members have actively represented you by assisting in the promulgation and implementation of CAMP directives; providing CAMP management information and recommendations; and directly assisting and responding to your specific program needs and activities. The CAM Team is assisting us in the implementation of several on-going initiatives to enhance the overall direction and implementation of the CAMP. They include:

- Publication of CAMP process responsibilities and requirements in DOE O 414.1B, Quality Assurance, which was published April 29, 2004.
- Significant changes and upgrades to the DOE Corrective Action Tracking System (CATS) to enhance the flow and speed of information, security, and user friendliness of the database.
- Revision of the CATS User's Guide and Dictionary

Please take a few minutes to view our CAMP Web Site at http://eh.doe.gov/camp which outlines the program background, directives, CAM Team Charter, CATS database, and copies of the CAMP Quarterly Reports we disseminate to the Office of the Secretary and all senior DOE managers. We look forward to the continued success of this most valuable program affecting the safety and mission accomplishment of the Department, and wholeheartedly solicit your feedback to make the CAMP better and more responsive to your needs.

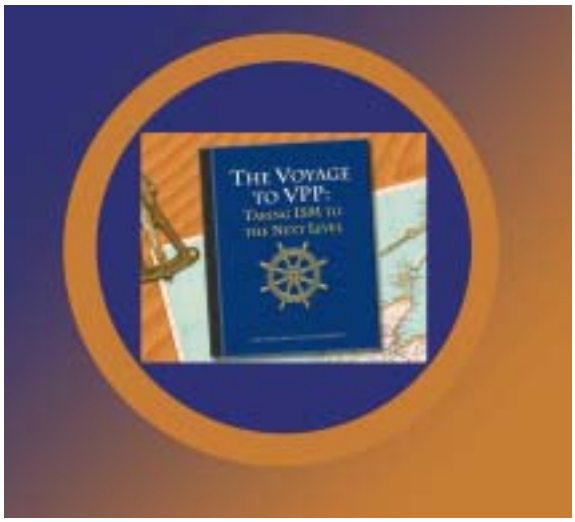


The Voyage to VPP: Taking ISM to the Next Level

by Robert Kapolka, Director of Enviroment, Safety and Health at ORISE

On December 18, 2003, a DOE Voluntary Protection Program (VPP) Review Team completed a comprehensive, three-day, on-site evaluation of the Oak Ridge Institute for Science and Education (ORISE), which is managed by Oak Ridge Associated Universities (ORAU) in Oak Ridge, Tennessee. After this assessment, they concluded that "ORAU/ORISE has satisfied the requirements for participation in DOE VPP and recommends that DOE approve STAR status to ORISE." This recommendation followed months of hard work and focused attention. Needless to say, it was cause for great joy and celebration throughout the organization.

That recommendation marked the end of a successful "voyage" that began one year earlier at a December 12, 2002, ORAU/ORISE Safety Council meeting. This is a bi-monthly gathering of all ORAU/ORISE program and department directors and their site safety representatives chaired by ORAU president, Ron Townsend. Previously, Townsend had chartered a multi-departmental team to conduct a month-long investigation of the feasibility of taking on the VPP challenge, focusing on program requirements and the status of our existing health and safety efforts, and considering cost/benefit issues. In the end, they concluded that VPP was the next logical step in the progression of a maturing Integrated Safety Management System (ISMS) program. The feasibility study also pointed out that focused efforts should be centered on Environment, Safety & Health (ES&H) management leadership training and general employee VPP awareness training.



As the title of this article implies, ORISE chose to use a nautical theme to launch its journey to VPP. We promoted the program through the use of an interactive, web-based employee orientation video titled *The Voyage to VPP…Taking ISM to the Next Level*. The purpose of this endeavor was to enhance employee knowledge of the process and to expand their

continued on page 3

The Voyage to VPP: (continued from page 2)

participation in several key areas. On March 5, 2003, ORISE released this training program describing the process, milestones and rationale behind the decision to pursue VPP and to demonstrate total management support for the initiative. This video is available for online viewing at http://www.orau.gov/eshupdate/vpp/.

As the voyage continued and the training and promotional efforts progressed, managers and employees became even more aware of why the company was pursuing VPP STAR status, how it would affect them, what their rights would be under VPP, and where and how they could learn more about the program. At first, there was some apprehension about the VPP process, especially when employees found out that they would be interviewed concerning their involvement in the program. In the end, however, most employees took great pride in the parts they had played in the process. They also came to a greater understanding of the interrelationship of VPP and ISM.

The formal launch of the VPP voyage did not come from a cold start or without advance preparation. In 1997, ORISE's ESH office had initiated benchmarking VPP requirements as an overall formula for success and continuous improvement by using the five VPP signature elements—management leadership, employee involvement, worksite analysis, hazard prevention and control, and safety and health training—as well as the 30 in depth sub-elements. These criteria were viewed as "best practices" and a target for emulation for going beyond minimum requirements in establishing an exemplary health and safety program at ORISE.

Concurrent to this process, ISMS became a contractual requirement for all DOE contractors, forcing health and safety efforts to focus on ISMS implementation and verification and less on VPP aspirations. During this time, the pursuit of VPP became a distant second to the implementation of ISMS due to contractual performance pressures. In fact, it was not until fiscal year 2002 that the VPP benchmarking initiative was reintroduced. It was cited as a "stretch goal" in our DOE Performance Evaluation Plan relative to continuous improvement of our health and safety program. We gauged our success using the OSHA VPP Self-assessment Checklist, available at http://www.osha.gov/dcsp/vpp/VPP_Kit.pdf . And we made so much progress in 2002 that, by year's end, we had accomplished 31 of 33 items on the OSHA checklist.

In the short term, for a small, not-for-profit contractor with limited resources, this required more focus on ISMS requirements and less on loftier VPP ambitions. In the long term, this apparent setback to VPP turned out to be a blessing in disguise. Although the core functions of ISMS did not exactly line up with the five elements of VPP, implementing ISMS provided a structure and a disciplined format for performing all work safely. By embracing the core functions of ISMS, we established systematic thinking that allowed us to integrate safety into all work processes.

The ORISE voyage to VPP did not run countercurrent to DOE contractual requirements and implementation of mandated programs. ISMS triggered the safety culture change at ORISE, and VPP formalized our continuing commitment to providing a quality health and safety program. Like any great voyage, this has required a steady hand at the helm and a vision to persevere through storms at sea and ride the tide of success gained through favorable winds. Having safely arrived at the VPP STAR status port of call, the captain and crew remain committed to maintaining a safe work environment and seeking out the next safety improvement adventure. ■

Senate Committee Report on 2004 Appropriations for Energy and Water Strongly Endorses the Department's Voluntary Protection Program (DOE-VPP)

SENATE Rpt.108-105 - ENERGY AND WATER DEVELOPMENT APPROPRIATION BILL, 2004 to accompany S. 1424, ENVIRONMENT, SAFETY AND HEALTH (partial)

"The Committee supports and is pleased with the Department's efforts to expand the Voluntary Protection Program [VPP] and other voluntary cooperative programs. The Department's work in expanding participation in the program and promoting prompt review and processing of applications is particularly noteworthy. In fiscal year 2004, the Committee expects DOE to continue to place priority on the DOE-VPP as it is an important part of the Department's ability to ensure worker safety and health."

Oak Ridge Institute for Science and Education Earns DOE-VPP Status

The Department of Energy's (DOE) Oak Ridge Institute for Science and Education (ORISE) has achieved DOE Voluntary Protection Program (VPP) Star status. A headquarters led onsite review of ORISE was conducted during December 15-18, 2003, in Oak Ridge, TN. Oak Ridge Associated Universities (ORAU), the operating DOE contractor, is a non-profit research and training organization sponsored by approximately 88 Ph.D. granting Universities in the United States. ORISE is a DOE facility focusing on scientific initiatives to research health risks from occupational hazards, assess environmental cleanup, respond to radiation medical emergencies, support national security and emergency preparedness, and educate the next generation of scientists. ORISE employs 450 full-time employees and 150 Post-Doctoral employees working at the Oak Ridge National Laboratory (ORNL). Additionally ORAU appoints 178 research participants to full-time positions at national laboratories across the country. The Department of Energy's Oak Ridge Operations Office provides guidance to ORAU/ORISE on a regular basis and has oversight responsibility.

ORISE is the 21st DOE-VPP Star Site.

To learn more about the exciting work conducted by ORISE please visit http://www.orau.gov/orise.htm.

Human Errors and How to Prevent Them

by Bowen Huntsman and Shane Bush, Advisory Engineers at Bechtel BWXT, Idaho, LLC-INEEL

We All Make Errors

Ever ask yourself, "How did I make such a dumb mistake?" Well, of course, the answer is, "We're human and humans make mistakes (errors)."

When we go to work, do we come with the intention of purposely making an error? Of course we don't. The typical worker will make at least six errors per hour - not intentional errors, but errors just the same. The fact is, we are human and humans make errors. Look at the eraser on your pencil. Is it brand new and unused? How many lineout corrections with the right information added with date and initial have you made today? Did you have to rework an item because of an error? Most of us don't recognize the number of errors we commit in a day, but small errors or great errors - we make them. The more we do or try to accomplish the more errors we make. We are asked to work smarter, faster, and with fewer resources. This creates an environment where errors are easier to make. It's a fact that the faster we work the more errors we make. Some might suggest, "I won't do anything and then I won't make an error." Of course, that is a big mistake, and you just made an error.

Our work environment can be very unforgiving when it comes to errors. Most of the errors we make are small and insignificant. However, there is always that one error that can lead to an event we didn't want to happen, or the one error that creates an occurrence with significant consequences.

Active and Latent Errors

There are two types of errors we get involved in: "Active" errors and "Latent" errors.

An Active error is one the performer is responsible for: pushed the wrong button, didn't follow the procedure, or misread an indicator.

A latent error is caused by some pre-existing condition waiting to get us: there is an error in the procedure and the indicated action is performed not realizing the consequences, an error was made in a drawing ten years ago and the drawing is relied upon for correct information, or an error was made in the logic of a program. Both active and latent errors can produce small insignificant events or major occurrences. We need to be ambitious about reducing both kinds of errors.

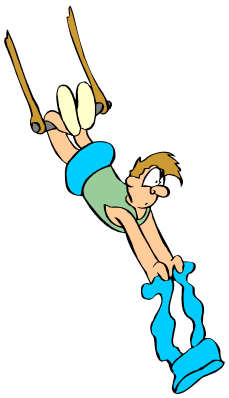
An item to remember is 80% of errors are caused by latent organizational weakness such as bad procedures and work control documents. This indicates that extra diligence is required in working with procedures and work packages when working alone.

Our work environment can create both active and latent errors. We may not always have control over the conditions that lead to an error, but we must be diligent in trying to recognize error likely situations and then act to prevent the error. Some of the items that can contribute to making an error are:

- Physical situation we are asked to work in
- Errors in the procedure
- Management decisions and expectations
- Employee decisions

Role of Supervisors and Managers

Supervisors and managers play a significant role in the reduction of errors using Human Performance principles. One example is placing time constraints on tasks. They need to be aware that applying time constraints creates error likely situations. Then they need to ensure that the proper defenses are in place to mitigate the occurrence of errors due to time constraints. As an example, the supervisor or manager should verify that appropriate error-checking methods are being utilized to reduce personal errors. This could include being sure the worker has the time to step back, self check, and then resume work, or the supervisor/manager being actively involved in the work process so they are available as a peer check on work processes. Being aware that a lone worker is more likely to make an error and then implementing a work checking process to help prevent the errors is another example. Another defense is providing the workers with the training on how to apply Human Performance principles and tools in their work, especially when working alone, and then encouraging and supporting the worker in applying the principles. It takes a team effort between supervisors, mangers, and workers to make it happen.



Five key questions supervisors and managers should ask in the pre-job brief as tools to prevent errors are:

- ✓ Have you done this job before?
- ✓ What are the critical steps or phases of the task?
- ✓ What errors can be made at the critical steps?
- ✓ What is the worst that can happen?
- ✓ What barriers and defenses are required to keep the worst from happening?

The use of these questions will help focus the worker on the error likely situations and how to prevent the errors from happening.

Defenses are the Key

If we make errors, how can we prevent the "Big One" from happening? Is it inevitable that the "Big One" will happen? No, it isn't. Yes, we can reduce the number of errors we make. Moreover, if we put the right defenses in place, the "Big One" won't happen. We can reduce both the number of events and the consequences if an event occurs. We need to work on our defenses against errors. The question we need to consider is, "What can be done to put the proper defenses in place to keep us from making errors that lead to an event?

Some significant steps have been taken to ensure our work practices help us reduce the number of errors we make. A large effort has been made to identify the hazards to which we are or will be exposed in our work environment. We decide how to mitigate the hazards, to identify and use proper PPE, to learn from our errors (Lessons Learned), and to perform pre-job briefs to help identify work scope and the hazards involved and how they will be mitigated. We perform post-job reviews so we can learn from our experience in performing our work. We have been instructed in ISMS and VPP and how the principles involved in these programs can help us perform our jobs safely and efficiently.

The framework for error defenses is built on several levels. The levels are based on management input, engineered controls, employee input, processes, and tools. The key to making the defenses work is communication among all the participants. We need to have a willingness to speak up and to listen or the defenses don't work.

There has been a marked improvement in major and minor occurrences, but there is an under layer of seemingly minor events, especially involving a person working alone, that continue to happen. We need to drive the rate of these events as close to zero as possible. A continuation of these minor events should make us wonder if the defenses are really in place to prevent an occurrence. Occurrences are usually made up of a series of events that went uncontrolled or unrecognized. The events were caused by the errors that were made. If we properly use the defenses available to us, we can drive the rate to zero.

Error Precursors

The following are some error precursors that can help you recognize when you are in an error likely situation. The key is to think about them as you plan and execute work. The specific task and hazards should trigger in your mind that you need to take extra measures to keep from making an error.

- ° Time Pressure
- ° High Workload

continued on page 6

- Simultaneous Multiple Tasks
- Repetitive Actions

- Distractions
- Changes
- Confusing Displays/Controls
- Work-arounds

- Unfamiliar with task/first time
- Lack of knowledge
- New Technique
- Poor communication

- Stress
- Habit Patterns
- Assumptions
- Complacency or over confidence

Tools for Preventing Errors

For the previously described events, some might say it was inattention to detail. True, perhaps, but each was certainly preventable. If you're asked to work alone to perform a task, what tools are available to you to help keep you from making the type of errors described in the events? The following suggestions apply to both workers and managers.

Managers should routinely explain, discuss, and reinforce the use of these tools. Reinforcement should be both proactive and reactive; and, include positive reinforcement when the tools are properly used by workers.

Typically, each tool below only requires a few minutes to apply and will keep you on a path of error prevention. Everyone should consider these tools as their personal "safety net":

- ❑ Pre-job Brief. Make sure the person performing the pre-job brief adequately addresses and discusses error-likely situations and error precursors.
- ❑ Self Check. A quick recheck of your measurements, facts, procedure, and work order. Give yourself a little time between the initial and recheck to unbias your thinking. We only have the ability to concentrate on one task at a time. Focus on something else for a short period of time, then go back and recheck your results with a fresh mindset.

- ❑ Peer checking. Maybe it doesn't need to be formal, but you can ask a co-worker to review what you're doing (measurements, readings, etc.) to verify you got it right. If the task is involved and/or of high consequence, ask for a more formal verification.
- ❑ Ask your supervisor to review what you're doing so a fresh pair of eyes and thought process can confirm your course of action. If he says he doesn't have time, ask him if he has time to come to the critique (Just kidding).
- ❑ If you're performing critical actions, before each action ask yourself, "If I do this wrong, what are the consequences, and then determine that your action is the correct one (opening the correct valve, positioning the switch to the right position, pushing the right start or stop button).
- ❑ If you're uncertain about the next action in a task you're performing, step back – stop, take a breath, consult the procedure, consult a peer, or check with your supervisor. Don't proceed until the correct course of action is determined and clear in your mind. Maybe you're afraid of appearing to be uninformed, but think how it will be if you take the wrong action.
- ❑ Keep a questioning attitude about the work your performing. This requires a certain amount of mental toughness to maintain. Keep asking yourself, "Is the planning, judgment, and decision making process appropriate for the task to be performed?" Keep that "healthy uneasiness" from the questioning attitude meter.
- ❑ If it doesn't seem right or feel right, it usually isn't. Stop and re-evaluate your course of action.
- ❑ Learn to recognize conditions that are error likely. We call these error precursors. Tell yourself, "This is an error likely condition I'm getting into and I need to be more vigilant about not making an error. I need to use some method to help prevent making errors."

Summary

The more defenses against errors we can incorporate into our daily work routine, the fewer errors we will make. The ideas and suggestions that have been presented are just a few of the concepts involved with Human Performance that have proven useful in reducing the errors we make. They do work. Many people use them and use them effectively to reduce the likelihood of making an error. We are all human and humans make errors, but we can work smarter and reduce the errors we make. As humans, we also have that ability.

Make the right decision.

Electronic - Voluntary Protection Program System Rolls Out

The Office of Environment, Safety and Health (EH) is pleased to announce the completion of the development of a "web-based" system for handling Department of Energy Voluntary Protection Program (DOE-VPP) program applications. This web-based system, referred to as the Electronic-Voluntary Protection Program system (e-VPP) will permit the submission of applications for the Department's VPP via the Internet and it may be adapted for use by the private business sector in applying for VPP.

e-VPP: Introducing the Electronic VPP Application Program

Previously, applications for VPP recognition both within DOE and in the private sector took weeks of arduous work and resulted in paper applications containing hundreds of documents. Compiling such applications was resource intensive and even the mailing or transmittal of such applications was difficult. Some applicants tried to simplify the process of transmitting such large paper documents by processing and scanning the documents and attachments, then copying the materials to discs and CD's. In an effort to reduce the burden of the "typical" application process, one site experimented with a process of placing all documents and materials on a discreet section of their Intranet, then issuing passwords to those reviewing the materials. Although effective, that effort produced some questions regarding security of the hosts' Intranet system. Using these "lessons learned," EH undertook the commitment to develop, test and provide a true, web-based process for filing VPP applications. EH has named this project the Electronic -Voluntary Protection Program or "e-VPP."

This task, started in 2002, was initially conceived and planned as an "E-Gov" activity, directly supporting the Department in meeting the President's Management Agenda.

Objectives

The main objectives of the e-VPP program include the following:

- To enable and expand the use of secure Internet and computer resources in providing Government services, i.e. better serving our citizens through "Electronic" Government or "E-Gov."
- Directly support the President's direction regarding E-Gov by "making Government more responsive and cost-effective."
- Support field activities by greatly simplifying/reducing their work-load in preparing, transmitting and amending applications for VPP.

Three-Phased Approach

The e-VPP development program has adopted a 3-phased approach to allow users to have ample opportunity to provide the feedback that will ensure their requirements are fully met. Phase 1 is already completed, has been deployed, and is currently in use in a beta-testing capacity. When beta testing of Phase I is completed, Phase 2 will be released, which, in addition to the scheduled Phase 2 enhancements, will also include any system improvements made as a result of the beta testing. At this time, the high level of satisfaction experienced by users of this system has encouraged additional organizations, who may have been daunted by the manual preparation process, to request participation in the VPP program.

Phase 2 is currently underway and is nearing completion. Upon acceptance of Phase 2, the e-VPP system will be locked until the release of Phase 3, during which the Reporting capability of e-VPP will be developed.

With the deployment of each system phase, safety measures will be taken to ensure data integrity is maintained.

Looking Ahead

We have already had numerous requests from other Federal and State agencies to share our product thereby helping not only DOE customers, but also stakeholders in every State and throughout the entire private business sector. Again, this aspect directly mirrors the President's direction that, "Our success depends on agencies working as a team across traditional boundaries to better serve the American people, focusing on citizens rather than individual agency needs."

The success of this e-VPP initiative has resulted in planning for additional e-VPP projects. Presently, development of a web-based method for sites to submit the required annual self-evaluation reports and for Headquarters to review and respond to each report is underway. Here again, the present "paper" system will be replaced by a web-based, "paperless" system and resource requirements will be cut by more than half.

The development of web-based methods for submitting applications, and for completion and filing of the annual self-evaluations, including all responses will ensure that the e-VPP task also directly supports EH commitments to meeting the Department's CY 2004 Management Challenges. Specifically, the products from this task will assist the field in defining and re-defining goals and objects for safety (part of the required annual reporting), it will greatly enhance overall oversight, hazard

(continued on page 14)

Ireland and Northern Ireland to Pilot OSHA's VPP

Results Could be Test Bed for Adoption by Rest of EU

Washington, DC — A Delegation from Ireland and Northern Ireland participated in a study tour March 22-30, 2004 in Washington, D.C. to learn about the Voluntary Protection Programs (VPP), OSHA's premier recognition program. Both Ireland and Northern Ireland have agreed to work with their government, business and labor partners to pilot the VPP for the purpose of recognizing employers and workers in their respective countries for excellence in worker safety and health.

As part of the study tour, the Delegation was provided with an introduction and overview of VPP policies and guidelines, they participated as observers on an OSHA VPP onsite review; visited a VPP site; met with the VPP Participants' Association (VPPPA), and also met with Assistant Secretary John Henshaw.

Members of the Northern Ireland Delegation included Dermot Breen, Deputy Chief Executive, and Cyril Anderson, Head, Business Advisory Service, in the Health and Safety Executive. Mary Dorgan, Assistant Chief Executive, Health and Safety Authority, was the delegate from Ireland.

Successful implementation of VPP in Ireland and Northern Ireland could act as a pilot program and test bed for the other 24 member countries of the European Union (EU) http://europa.eu.int/ It is believed that this successful study tour provided a good foundation for future U.S.-EU cooperation. See OSHA article at: http://www.osha.gov/dcsp/vpp/newsrelease/vpp_04-01.html ■

NEWS ON THE BEHAVIOR FRONT:

At the May meeting of the Occupational Safety Group of the EFCOG, the former BBS Topical Group was accepted as a subgroup. Many private firms are implementing a "human factors approach" that includes cultural and behavioral interventions. The area of cultural and behavioral interventions is expanding as will the use of leading indicators such as behavioral observations. Behavioral interventions do include behavior-based safety (BBS). Most BBS advocates have retreated from advocating BBS as the sole solution to rising injury rates. They recognize the role of safety management systems and safety cultures.

A major gathering of DOE BBS advocates and sponsors associated with BST took place in February. More than 2,600 safety minded individuals gathered in Nashville, TN, at the annual Behavioral Science Technology, (BST*) Inc., users conference, February 24-28. Participants shared ideas about ways to improve their behavior-based safety processes.

BWXT Pantex, BWXT Y12, Los Alamos National Laboratory and Sandia National Laboratory, which use BST, sent representatives to network with hundreds of other user sites and to attend classes taught by BST consultants, Internal Consultants, and experienced facilitators and steering committee members.

The conference featured 17 pre-conference seminars and more than 170 breakout sessions divided into 15 topic tracks. Session topics ranged from motivation to union issues, from coaching to leadership, from management support to sustainability.

BST is focusing more on leadership. This leadership is not only at the highest levels of an organization but also at the lower levels. "A safety leader is anyone who influences safety in his or her organization," said Tom Krause, BST chairman.

DC Ban on Hand-Held Cell Phone Now In Effect

As of July 1, 2004, a new District of Columbia law, Distracted Driving Safety Law of 2004, prohibits the driver of a vehicle in the city from talking on a cell phone without a hands-free device.

District police will issue warnings to violators up to July 31. Starting in August, violators will be given tickets and fined $100 for each offense. The new law allows officers to cite motorists for breaking the cell phone law without evidence of another traffic violation.

Under the cell phone law, motorists may use a cell phone without a hands-free device only when they are dialing a call, turning off the phone or conducting an emergency call. D.C. officials continue to encourage motorists to avoid using cell phones altogether while driving.

New York and New Jersey also have similar laws that are in effect.

To read the Distracted Driving Safety Act please visit the DC Council's website at www.dccouncil.washington.dc.us.

Workers Rights Under the OSHA Act

THE LAW ENCOURAGES WORKERS TO BE ACTIVE players in their workplace's safety and health effort. It gives employees the right to:

- ☐ Review copies of appropriate standards, rules, regulations, and requirements that the employer is required to have available at the workplace;
- ☐ Request information from the employer on safety and health hazards in the workplace,
- ☐ appropriate precautions to take, and procedures to follow if the employee is involved in an accident or is exposed to toxic substances;
- ☐ Gain access to relevant employee exposure and medical records;
- ☐ Request an OSHA inspection if they believe hazardous conditions or violations of standards exist in the workplace;
- ☐ Accompany an OSHA compliance officer during the inspection tour, or have an
- ☐ authorized employee representative do so;
- ☐ Respond to questions from the OSHA compliance officer;
- ☐ Observe any monitoring or measuring of hazardous materials and see the resulting records, as specified under the OSH Act and required by OSHA standards;
- ☐ Review or have an authorized representative review the employer's Log of Work-Related Occupational Injuries and Illnesses (OSHA 300) at a reasonable time and in a reasonable manner;
- ☐ Object to the timeframe set by OSHA for the employer to correct a violation by writing to the OSHA area director within 15 working days from the date the employer receives the citation;
- ☐ Submit a written request to the National Institute for Occupational Safety and Health for information on whether any substance in the workplace has potentially toxic effects in the concentration being used, and, if requested, have their names withheld from the employer;
- ☐ Be notified if the employer applies for a variance from an OSHA standard, and have an opportunity to testify at a variance hearing and appeal the final decision;
- ☐ Have their names withheld from their employer, by request to OSHA, if they sign and file a written complaint;
- ☐ Be advised of OSHA actions regarding a complaint, and request an informal review of any decision not to inspect the site or issue a citation; and
- ☐ File a complaint if punished or discriminated against for acting as a "whistleblower" under the OSH Act or 13 other federal statutes for which OSHA has jurisdiction, or for refusing to work when faced with imminent danger of death or serious injury and there is insufficient time for OSHA to inspect.

February 26, 1980 Supreme Court decision on Whirlpool affirming workers' rights to engage in safety and health-related activities.

When does a worker have the right to refuse dangerous work?

On February 26, 1980, the United States Supreme Court issued a landmark ruling which more clearly defined a worker's right to refuse work where an employee(s) has (have) reasonable apprehension that death or serious injury or illness might occur as a result of performing the work. The unanimous decision came in a 1974 case against Whirlpool Corporation in which two workers refused to crawl out on a screen from which a co-worker had fallen to his death only nine days earlier. A Cincinnati, Ohio appeals court ruled in favor of the worker's rights in "Whirlpool" and the Supreme Court affirmed that decision.

The Court, in its decision, emphasized that the OSHA Act provides a worker with the right to choose not to perform an assigned task due to reasonable apprehension of death or serious injury coupled with a reasonable belief that no less drastic alternative is available. Further, the Court held that a worker who utilizes this OSHA protection may not be discriminated against for such action.

The Supreme Court has said that a worker may refuse unsafe work where he/she has refused the job in good faith. Good faith may be interpreted as an honest belief that the job was unsafe and where the job was unusually and objectively dangerous.

Good faith can be demonstrated by the manner by which you refuse unsafe work:

- Explain the hazard to the supervisor and your steward;
- Offer to do other, safe work until the hazard is corrected;
- Give management a chance to respond before doing anything else;
- If the condition isn't corrected, call OSHA and request an "imminent danger" inspection;
- Do not walk off the job. If management won't fix the hazard, force them to take the next step. Make sure you have expressed your reasons for refusing the job and your willingness to do other work, clearly and in the presence of your steward or other workers.

SUPREME COURT DECISION IN *WHIRLPOOL V. MARSHALL* 445 US 1, S. CT. 883 L ED 2D 154 (1980).
EMPLOYEES HAVE THE RIGHT TO REFUSE JOB ASSIGNMENTS THAT CONSTITUTE A CLEAR AND PRESENT DANGER TO LIFE OR LIMB.

OSHA Offers Tips for Working in Hot Weather

WASHINGTON — The sun and warm weather of summer can also bring special hazards for those working outdoors. To help employers and workers stay safe throughout the summer months, OSHA offers tips that can help prevent many heat-related deaths, illnesses, and injuries.

"Summer is a time to be enjoyed, but it's also a season that can present unique hazards to those who work outdoors or in very hot environments," said OSHA Administrator John Henshaw. "Our job is to help educate employers and workers learn how to reduce heat related illnesses and fatalities." "Simple precautions can often save lives."

The combination of heat, humidity and physical labor can lead to fatalities. The two most serious forms of heat related illnesses are heat exhaustion (primarily from dehydration) and heat stroke, which could be fatal. Signs of heat exhaustion or heat stroke need immediate attention. Recognizing those warning signs and taking quick action can make a difference in preventing a fatality.

Working Outdoors is a new OSHA fact sheet that offers advice on ways to protect against exposure to ultraviolet radiation (UV), precautions to take if working in extreme heat, and how to protect against Lyme Disease and the West Nile Virus. The fact sheet also offers links for teenagers working at summer jobs.

OSHA's Heat Stress Card lists tips and precautions to prevent many heat-related deaths and injuries. Available in English and Spanish, this laminated fold-up card is free to employers to distribute to their workers. It offers a quick reference about heat-related injuries, including warning signs, symptoms and early treatment.

Protecting Yourself Against Harmful Sunlight is a pocket card that explains how to perform self-examinations to detect early stages of skin cancer. The card, available in English and Spanish, also describes common physical features of skin cancer that can be caused by exposure to the sun.

These OSHA publications can be downloaded from the agency's website www.osha.gov or obtained from the OSHA publications office, Rm. N3101, 200 Constitution Ave. NW, Washington, DC 20210.

More information about heat and sun hazards can be found on OSHA's website, www.osha.gov and at the Centers for Disease Control and Prevention (CDC) www.cdc.gov and the National Institute for Occupational Safety and Health (NIOSH) www.cdc.gov/niosh

OSHA is dedicated to assuring worker safety and health. Safety and health add value to business, the workplace and life. For more information, visit www.osha.gov.

U.S. Labor Department news releases are accessible on the Internet at www.dol.gov. The information in this release will be made available in alternative format upon request (large print, Braille, audio tape or disc) from the COAST office. Please specify which news release when placing your request. Call 202-693-7773 or TTY 202-693-7755. ■

20th Annual National VPPA Conference To Be Held In Las Vegas, Nevada

"Celebrating 20 Years of Safety & Health"

20th Annual National VPPPA Conference offers a unique forum where workers, managers, government agency representatives, occupational and environmental health and safety professionals from the gamut of industries get together to network, learn and share their ideas on the best safety, health and environmental practices and programs in the nation. The goal is to achieve better workplace safety and health protection.

This year's a four-day event will include: general sessions featuring top officials from OSHA and corporate America, two days of workshops coordinated by VPPPA members and others, the VPPPA 2004 Expo, and several evening networking functions. On Sunday, August 29, the VPPPA will offer two pre-conference 4-hour FREE Members Only Workshops, and for an additional fee, three 8-hour Skill Builder Workshops.

This year the VPPPA estimates there will be 2,300 - 2,500 participants attending the **20th Annual National VPPPA Conference**. Approximately a quarter of all attendees are hourly "nonexempt" workers, and 75% represent the supervisory and managerial ranks who have site or corporate responsibility for VPP type efforts.

Attendees include: safety, health and environmental professionals; industrial hygienists; occupational health professionals; union representatives with responsibility for safety, health and environmental issues; plant managers; human resource managers; government representatives from U.S. Department of Labor, U.S. Department of Energy, and the U.S. Environmental Protection Agency; as well as suppliers of safety, health and environmental products and services.

Make plans to attend the annual DOE Headquarters meeting and awards ceremony scheduled for August 31 from 3:00pm to 5:00pm.

For more information on registering for the conference, please visit the VPPPA website at www.vpppa.org.

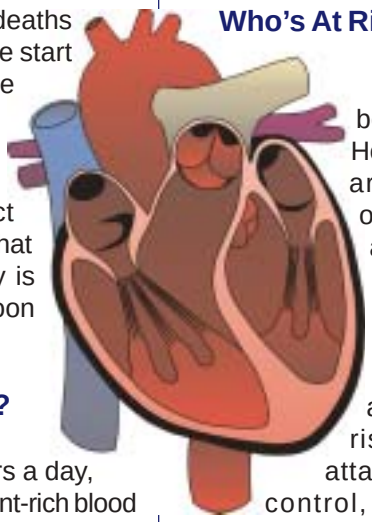
Sudden Cardiac Arrest

submitted by Noble J. Atkins, Jr., Department of Energy, Richland Operations Office

Coronary heart disease (CHD) is the leading cause of death for both men and women in the United States. CHD is caused by a narrowing of the coronary arteries that supply blood to the heart, and often results in a heart attack.

Each year, about 1.1 million Americans suffer a heart attack. About 460,000 of those heart attacks are fatal. About half of those deaths occur within one hour of the start of symptoms and before the person reaches the hospital.

Fortunately, everyone can take steps to protect their heart-and their life or that of someone else. The key is seeking medical care as soon as possible.



What Is A Heart Attack?

The heart works 24 hours a day, pumping oxygen- and nutrient-rich blood to the body. Blood is supplied to the heart through its coronary arteries. In coronary heart disease (CHD), plaques or fatty substances build up inside the walls of the arteries. The plaques also attract blood components, which stick to the artery wall lining. Called atherosclerosis, the process develops gradually, over many years. It often begins early in life, even in childhood.

The fatty buildup or plaque can break open and lead to the formation of a blood clot that seals the break. The clot reduces blood flow. The cycle of fatty buildup, plaque rupture, and blood clot formation causes the coronary arteries to narrow, reducing blood flow.

When too little blood reaches the heart, the condition is called ischemia. Chest pain, or angina, may occur. The pain can vary in occurrence and be mild and intermittent, or more pronounced and steady. It can be severe enough to make normal everyday activities difficult. The same inadequate blood supply also may cause no symptoms, a condition called silent ischemia.

If a blood clot suddenly cuts off most or all blood supply to the heart, a heart attack results. Cells in the heart muscle that do not receive enough oxygen-carrying blood begin to die. The more time that passes without treatment to restore blood flow, the greater the damage to the heart.

Who's At Risk?

Heart attacks strike both men and women. However, some persons are more likely than others to have a heart attack because of their "risk factors." Risk factors are behaviors or conditions that increase the chance of a disease. Some of the risk factors for heart attack are beyond your control, but most can be modified to help you lower your risk of having a first-or repeat-heart attack.

Factors that increase the risk of a heart attack are:

Factors you cannot control

- Pre-existing coronary heart diseases, including a previous heart attack, a prior angioplasty or bypass surgery, or angina
- Age-In men, the risk increases after age 45; in women, the risk increases after age 55.
- Family history of early heart disease-a father or brother diagnosed before age 55; or a mother or sister diagnosed before age 65.

Factors you can control

- Smoking.
- High blood pressure.
- High blood cholesterol.
- Overweight and obesity.
- Physical inactivity.
- Diabetes.

Risk factors do not add their effects in a simple way. Rather, they multiply each other's effects. So, it is very important to prevent or control risk factors that can be modified. If you have one or more of these factors, see your health care provider to find out how to reduce your risk of having a first or repeat heart attack.

Heart Attack Warning Signs

Some heart attacks are sudden and intense — the "movie heart attack," where no one doubts what's happening. But most heart attacks start slowly, with mild pain or discomfort. Often people affected aren't sure what's wrong and wait too long before getting help. Here are signs that can mean a heart attack is happening:

- **Chest discomfort.** Most heart attacks involve discomfort in the center of the chest that lasts more than a few minutes, or that goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness or pain.
- **Discomfort in other areas of the upper body.** Symptoms can include pain or discomfort in one or both arms, the back, neck, jaw or stomach.
- **Shortness of breath.** This feeling often comes along with chest discomfort. But it can occur before the chest discomfort.
- **Other signs:** These may include breaking out in a cold sweat, nausea or lightheadedness.

CPR is one link in what the American Heart Association calls the Chain of Survival. The Chain of Survival is a series of actions that, when performed together, give the cardiac arrest victim the greatest chance of survival.

- Early access: When an emergency is recognized, the first link in the Chain of Survival is early access. This means activating the emergency medical services, or

continued on page 12

Sudden Cardiac Arrest (continued from page 11)

EMS, system by calling 911. (911 does not work in every community. Be sure to check your local directory, and know the correct emergency telephone number in your community.)

- CPR: The second link in the Chain of Survival is to perform CPR until a defibrillator becomes available.
- Early defibrillation: The third and most critical link in the Chain of Survival for a victim of ventricular fibrillation is early defibrillation.
- Early advanced life support: The last link in the Chain of Survival is early advanced life support. This is provided by experienced medical personnel such as paramedics, nurses, and doctors. Advanced life support includes giving medications and using advanced oxygen delivery techniques to resuscitate a person.

What is Cardiopulmonary Resuscitation (CPR)?

Learn CPR is a free public service supported by the University of Washington School of Medicine. This web site provides all the information you need to learn the basics of CPR, however, they also encourage taking a CPR class when the opportunity presents itself. Learn CPR can be found at the following URL:
http://depts.washington.edu/learncpr/quickcpr.html

Specifics about Automated External Defibrillators (AEDs)

More and more public places are making AEDs available. We are fortunate to have these available in many Hanford Site buildings, including the Federal Building and 2440 Stevens Center. AEDs in both buildings can be found at the elevator lobby of each floor.

An on-line demo of the AEDs currently located in the Federal Building can be viewed at the following URL, however, employees are also encouraged to take hands-on training if the opportunity presents itself:
http://www.medical.philips.com/main/products/resuscitation/products/fr2plus/demo/

Main Points about AEDs:

What is AED? Automated External Defibrillators or AEDs or AED Defibrillators, are small, lightweight devices that look at a person's heart rhythm (through special pads placed on the torso) and can recognize ventricular fibrillation (VF), also known as "sudden cardiac arrest" or SCA. AEDs are designed to be used by lay rescuers or "first responders". If SCA is present, an AED will advise, and will talk the responder through some very simple steps to defibrillate.

Who Can Use an AED? Anyone, even children 11 years of age and up can be trained to use an AED.

Are There Limits Regarding Who the AED Can Be Used On? AED defibrillation therapy is appropriate for infants and children, as well as adults, as long as the appropriate pads are used. Typically, children over 55 lbs (25 kg) or 8 years of age are defibrillated as adults.

Are There Any Warning Signs of SCA? No, and sadly enough the first sign of heart problems in most men is sudden cardiac arrest. SCA claims more than 350,000 lives each year, primarily because lifesaving treatment, that is, early defibrillation, does not reach the victims within the first critical minutes.

Does the AED Take the Place of CPR? No. The AED is part of CPR. For maximum benefits (that is, best chance of survival) you must use the two tools together!

Can I Hurt Someone with an AED? No! There are two things to remember here: AEDs will not shock someone who does not need to be shocked. It's that simple. - A victim of SCA is essentially dead. Early defibrillation represents that person's only chance for survival.

What About Using an AED on Metal or Wet Surfaces? Always check with the manufacturer, but most AEDs because they are self grounded, can be safely used in wet environments and on metal surfaces with no risk to the victim or rescuer.

Sudden Cardiac Arrest Quiz

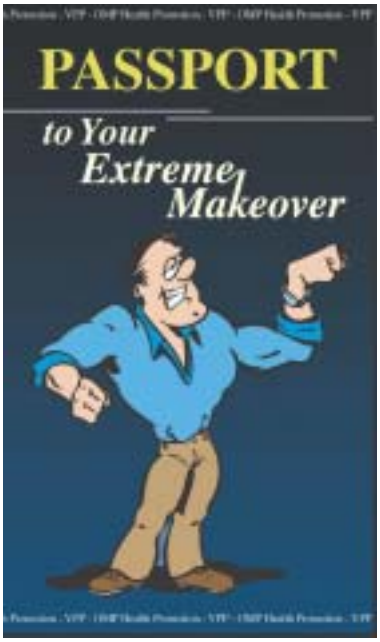
1. Heart attack warning signs include: ___, ___, and ___.
2. The American Heart Association's Chain of Survival includes the following: ___, ___, ___, and ___.
3. Early access means activating the ___ ___ ___ system by calling 911.
4. AED stands for ___ ___ ___.
5. AEDs are small, lightweight devices that look at a person's ___ ___ (through special pads placed on the torso) and can recognize ventricular fibrillation (VF), also known as "sudden cardiac arrest" or SCA.
6. If SCA is present, an AED will ___, and will talk the responder through some very simple steps to defibrillate.
7. ___, even children 11 years of age and up can be trained to use an AED.
8. AED defibrillation therapy is appropriate for ___ and ___, as well as ___, as long as the appropriate pads are used.
9. The first sign of heart problems in most men is ___ ___ ___.
10. SCA claims more than ___ lives each year, primarily because lifesaving treatment, that is, early defibrillation, does not reach the victims within the first critical minutes.
11. The AED is part of ___ and does not take the place of CPR. For maximum benefits (that is, best chance of survival) you must use the two tools together!
12. AEDs will ___ shock someone who does not need to be shocked.
13. Always check with the manufacturer, but most AEDs because they are self grounded, can be safely used in ___ environments and on ___ surfaces with no risk to the victim or rescuer.

Employee Name: _____

Item Chosen: _____

10,000 STEPS, VPP/OMP Health Promotion

submitted by Bowen Huntsman, Advisory Engineer at Bechtel BWXT, Idaho, LLC-INEEL



Seven in 10 Americans do not receive enough exercise and around 25% of American adults get no physical exercise whatsoever. Due to lack of exercise, the United States presently holds the title of being the most overweight nation in the world. To bring the nation back to a healthier state, Health Professionals recommend that all Americans receive at least 30 minutes of physical activity on most days of the week. As most Americans are full-time working professionals, getting this recommended amount of physical activity can be tough.

With INEEL employees working various shift schedules, the Occupational Medical (OMP) Health Promotion Program decided to go back to the basics, walking, an activity that can be done at anytime and at any of the INEEL worksites. Thirty minutes of daily walking (i.e., 10,000-steps) would be the goal.

The next obstacle, how to make 10,000-steps per day practicable and fun? A simple tool, a pedometer, would aid in helping INEEL employees reach the goal. The pedometer, attached at the waist, counts each step taken during a day. The device proved to be a successful tool to motivate and challenge INEEL employees to walk more. Since 10,000-steps per day for twelve weeks seemed an intimidating request for many sedentary employees, OMP Health Promotion modified the rules to begin with a five-day average and gradually add 3,000 steps per week until an employee accumulated 50,000-steps over a five-day workweek. Once employees reached this 10,000-steps per day goal, participants needed to maintain a 50,000-step workweek total for the remainder of the program. The 10,000-steps provided the much needed improvements to cardiovascular endurance, lower extremity strength, coordination, balance, joint mobility, decreased resting heart rate, blood pressure, body fat; and also provided stress relief.

The INEEL OMP Health Promotion staff presented the 10,000-steps pedometer based program to members of the INEEL Voluntary Protection Program (VPP) Office. The VPP Office incorporated the program into the yearly Safety Passport (i.e., awareness) program. The INEEL kicked-off the program entitled “Passport to Your Extreme Makeover” in March 2004. Though the program is still in operation, current participation numbers, over 3,000, already indicate the program’s popularity and impending success.

Headquarters VPP Directory

Frank Russo, EH-3
Deputy Assistant Secretary
Office of Corporate Performance Assessment
Office: 301-903-8008---Fax: 301-903-1257

Chip Lagdon, EH-31
Director
Office of Quality Assurance Programs
Office: 301-903-4218---Fax: 301-903-4120

David Smith	301-903-4669	Email:	David.Smith@eh.doe.gov
Rex Bowser	301-903-2641	Email:	Rex.Bowser@eh.doe.gov
Carlos Coffman	301-903-6493	Email:	Carlos.Coffman@eh.doe.gov
Rama Sastry	301-903-4664	Email:	Rama.Sastry@eh.doe.gov
Robert Stevens	301-903-3518	Email:	Robert.Stevens@eh.doe.gov

Article submission and feedback to the e-VPP StarBurst may be sent to Carlos Coffman, DOE, EH-31, at carlos.coffman@eh.doe.gov, or call 301-903-6493.

Did You Know?? **VPP started as an experimental program in California in 1979.**

Upcoming Events

Event	Date
VPP Application Workshop®	**August 12, 2004**
(Hosted by Region V VPPPA Chapter For workshop info call Ron Mauermann Tel: (920) 438-2313 E-mail: ronald.mauermann@gapac.com) Hilton Cincinnati, Cincinnati,OH	
VPP Application Workshop®	**August 29, 2004 8:30AM - 5:00PM**
(Hosted by National VPPPA) MGM Grand Hotel, Las Vegas,NV Hotel Reservations: (800) 929-1111	
Strengthening Star Quality Workshop	**August 29, 2004 1:00PM - 5:00PM**
(Hosted by National VPPPA) MGM Grand Hotel, Las Vegas,NV Hotel Reservations: (800) 929-1111	
20th Annual National VPPPA Conference	**August 30, 2004 - September 2, 2004**
For conference info call Tel: (703) 761-1146 E-mail: Conference-Education@vpppa.org Secure registration is now open online. Members must first login. Click on Annual Conference and then Conference Registration. MGM Grand Hotel, Las Vegas,NV Hotel Reservations: (800) 929-1111	

e-VPP System Rolls Out (continued from page 7)

identification and correction, (part of the required annual self-evaluations) and it ensure greatly improved support to the field elements by making requirements much easier to fulfill (the overall e-VPP system).

DOE VPP Sites